

Ministry of Community and Social Services

Community and Social Services

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You can appeal!

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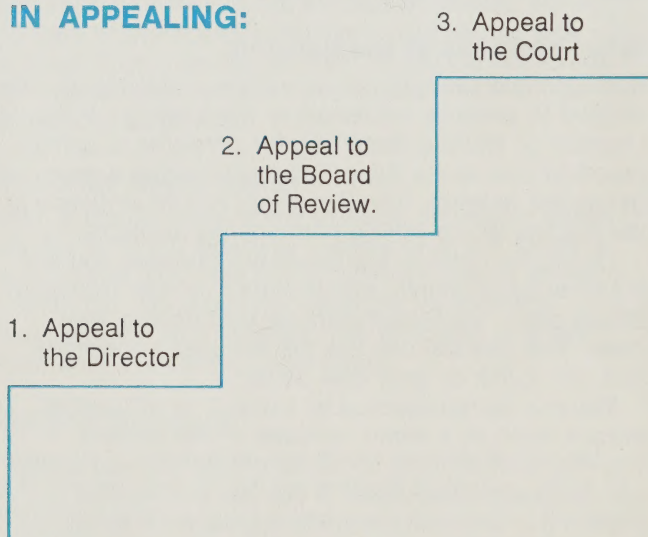
If you are applying for or receiving:

1. Family Benefits (provincial assistance)
2. Vocational Rehabilitation Services (also provincial) or
3. General Assistance (a municipal allowance often called "welfare") . . . then this pamphlet from the Ontario Ministry of Community and Social Services is for you.

It explains how you can "appeal" (question a decision) if you feel you are not getting what you are entitled to from these assistance programs.

There are three ways to appeal. You can appeal to the Director, you can appeal to the Board of Review, and you can appeal to the Supreme Court of Ontario.

3 MAJOR STEPS IN APPEALING:



APPEAL TO THE DIRECTOR (for Family Benefits or Vocational Rehabilitation Services)

If you are refused a Family Benefits allowance or Vocational Rehabilitation Services, or if for some reason a decision is made to stop your allowance, the Director of the program will first send you a written "letter of intent" explaining his intended action and his reason for it. A notice will be included, telling you that if you consider the action incorrect, you

can appeal to the Director. If you choose to appeal, you should write a letter giving the reasons why you feel that the Director's intended decision is incorrect.

Director,
Family Benefits Branch,
Ministry of Community and Social Services,
4th Floor, Hepburn Block,
Queen's Park, Toronto.

Director,
Vocational Rehabilitation Services Branch,
Ministry of Community and Social Services,
4th Floor, Hepburn Block,
Queen's Park, Toronto.

If the Director does not receive a letter within ten days, he will proceed with his decision. If he receives a letter, he will carefully consider it and then either change his decision or proceed with it.

If he proceeds, he will inform you that his action is going into effect and why. He will also tell you that you can appeal to the Board of Review, about any decision to refuse you an allowance, stop your allowance, or reduce your allowance.

REQUEST TO RECONSIDER **(for General Assistance)**

If you are refused a General Assistance allowance, or if your allowance is reduced or stopped, you may ask your welfare administrator to reconsider.

General Assistance covers a variety of situations, including hostel services, emergency aid and short-term help, so it is left to the welfare administrator to decide whether to notify you beforehand if for some reason a decision is made to reduce or stop your allowance. However, if you have been receiving General Assistance for some time and you are in close touch with the welfare office, the welfare administrator probably will inform you beforehand of any intention to reduce or stop your allowance.

You can appeal to the Board of Review concerning a General Assistance allowance. But you cannot appeal decisions about the amount of money given for specific needs under municipal Special Assistance or Supplementary Aid.

APPEAL TO THE BOARD OF REVIEW

The Board of Review is an independent group of people that has the authority to reconsider decisions on Family Benefits, Vocational Rehabilitation Services, and General Assistance, following the legislation.

If you consider a Director's or a welfare administrator's decision incorrect, you can appeal to the Board of Review within 30 days after you have received notice of the decision.

Fill out the appeal form

Ask for an appeal form (Form 6) from your field worker, case worker, counsellor, welfare worker, or write:

Chairman,
Board of Review,
Room M1-56,
Ontario Ministry of Community and Social Services,
Queen's Park, Toronto, Ontario.

Fill out the appeal form by giving your name, address and file number if you are already receiving an allowance (get this from your cheque stub or by asking your worker). Describe in your own words why you think the decision on your case should be changed. You can have anyone you wish help you.

Within 30 days of the decision you wish to appeal, mail the appeal form to the Board of Review. If you have difficulty with English, you may wish to have someone assist you in completing the appeal form.

The Board will notify you

The Board of Review must give you a hearing to review the decision on your case, unless both you and the Director or welfare administrator agree that a hearing is not necessary. You will receive written notification of the time and place of the hearing. If you do not attend the hearing, the Board may proceed in your absence. The hearing will usually be held in your community.

Your privacy is respected

Confidentiality is maintained at all stages of the appeal procedure and only certain people are allowed to attend the hearing, including:

- yourself and any representative you wish to attend with you;
- the Director (of Family Benefits or Vocational Rehabilitation Services) or your welfare administrator, or their representatives;
- one or more members of the Board of Review.

Only those members of the Board who are actually present at the hearing can make the decision on your case. However, these members can consult with other members or seek independent legal advice.

What happens at the hearing

Both you and the Director or welfare administrator are entitled to produce witnesses at the hearing. If the Director or welfare administrator prepares a written report to give to the Board, you will receive a copy before the hearing. The Board will record evidence at the hearing which will be permanently available.

During the hearing, the Board will question you and the Director or welfare administrator or their representatives about the circumstances surrounding your case. You yourself can ask the witnesses questions and can speak on your own behalf.

You can be represented by a lawyer or by another person, such as a friend, minister or law student. You may want to bring someone to help you, especially with language difficulties. If you speak French, explain this when you mail the appeal form to the Board of Review, and a bilingual member will attend the hearing.

The Board will send you its decision

The Board of Review members who attend the hearing will either affirm the Director or welfare administrator's action, change his action or refer it back to him for further consideration.

The Board will write you, telling what its decision is, why and when it takes effect.

You may ask the Board to reconsider its decision if you feel there is a further point to be made or if correct procedure is not followed, and the Board may then hold a further hearing if it sees fit.

APPEAL TO THE COURT

If you feel the Board's decision is incorrect, you can appeal to the Supreme Court of Ontario within 15 days of the Board's decision. You should see a lawyer if you want to do this. If you cannot afford the cost of legal services, you should see the local Director of Legal Aid.

You may apply again

Even if the decision of the Director or welfare administrator or of the Board of Review or of the Court is against you, you may apply again for Family Benefits, Vocational Rehabilitation Services, or General Assistance, if your situation has changed or if you have new evidence of your need.

To find out more

If you have any further questions on how to appeal, you should write or call the nearest Regional Office of the Ontario Ministry of Community and Social Services.

This pamphlet is provided for your convenience, guidance and information but remember that it is not intended as a final interpretation of the legislation.

Regional Offices of this Ministry

ALEXANDRIA

28 Main St., 525-3524

ARMSTRONG

Lands and Forests District
Bldg., Armstrong 20

BANCROFT

Hastings Centennial Manor
Lot 2, Concession "A"
Box 99, 332-3410

BARRIE

110 Dunlop St. E.
Box 218, 726-8250

BELLEVILLE

Room 2, 14 Bridge St. W.
Box 816, 968-3506

BRACEBRIDGE

Box 838, Court House
645-2991

BRAMPTON

Ste. 506, 24 Queen St. E.
459-7135

BRANTFORD

100 Wellington Sq.
756-5790

BROCKVILLE

51 King St. E., 345-1200

CHATHAM

Weymar Building
48-Fifth St.
Box 685, 352-5040

COCHRANE

171 Fourth St.
Box 1498, 272-4846

COLLINGWOOD

Box 155
445-4461

CORNWALL

132 Second St. E.
Box 1358, 932-3381

DRYDEN

32 King St.
Box 490, 223-2241

FORT FRANCIS

240 Scott St.
Box 760, 274-9847

GALT

63 Ainslie St. N., 623-1230

GERALDTON

Office No. 1, 1411 Main St.
Box 1029, 854-1840

GUELPH

5 Douglas St.
Gummer Bldg., 822-7500

HAILEYBURY

Court House
Box 218, 672-3501

HAMILTON

Ste. 525, 135 James St. S.
Box 870, 528-9884

HEARST

621 Front St.
Box 1348, 362-4238

KEEWATIN

104 Government Rd.
Box 429, 547-2801

KINGSTON

797 Pincess St.
Box 970, 544-6206

KIRKLAND LAKE

44 Prospect Ave.
Box 398, 567-3391

LEAMINGTON

38 Erie St. N.
Box 127, 326-2511

LINDSAY

Ontario Government Bldg.
324-6121, Ext. 51

LONDON

764 Dundas St. E.
438-5111

MOOSONEE

First St., Box 160, 336-2905

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NORTH BAY

Ste. 408, 222 McIntyre St. W.
Box 327, 474-3540

OAKVILLE

345 Lakeshore Blvd. E.
844-1221

OSHAWA

200 John St. W., 576-9001

OTTAWA

2197 East Riverside Dr.
Pebb Bldg., 737-5520

OWEN SOUND

347 Ninth St. E., 376-1951

PARRY SOUND

8A Sequin St.
Box 305, 746-8534

PEMBROKE

207 Renfrew St., 732-2631

PERTH

Sunset Blvd.
Box 111, 267-2504

PETERBOROUGH

139 George St. N., 742-9292

RED LAKE

Ontario Government Bldg.
Box 827, 727-2174

RENFREW

315 Raglan St. S., 432-4809

SARNIA

177 Russell St. N.
344-2405

SAULT STE. MARIE

123 March St.
Box 68, 256-5666

SHELBURNE

115 Shelburne St.
Box 36, 925-3319

SIMCOE

Norfolk County Bldg.
R.R. 1, 426-9350

SIOUX LOOKOUT

110 Front St.
Box 338, 737-3813

SOUTH RIVER

266 Ottawa St.
Box 161, 386-2571

ST. CATHARINES

15 Church St.
Box 176, 685-8423

STRATFORD

380 Hibernia St., 271-1530

STURGEON FALLS

Drawer 160, Main St.
753-1611

ST. THOMAS

Ste. 2, 300 Talbot St.
631-3032

SUDBURY

127 Cedar St.
Drawer 1120
674-3151, Ext. 271

THUNDER BAY

1111 Victoria Ave.
622-3934

TIMMINS

96 Balsam St. S.
Box 612, 264-9407

TORONTO

110 Eglinton Ave. W.
487-4392

WATERLOO

75 King St. S., 5th Floor
Waterloo Square, 579-3130

WINDSOR

374 Ouellette Ave.
254-9231

WINGHAM

Box 510, 357-3370

Cet imprimé existe aussi en français

The Honourable Rene Brunelle,
Minister

M. Borczak,
Deputy Minister

November 1972